



## Using Remittance Advices to Reconcile Your Accounts

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Providers can choose to receive the MassHealth remittance advice (RA) either through a mailed paper RA, or through the electronic 835 transaction via [www.mass.gov/masshealth](http://www.mass.gov/masshealth). If you choose to receive the paper RA, it will be mailed to the address in your MassHealth provider file.

Claims will appear adjudicated on a paper RA within 30 days of the billing date (with the exception of Medicare crossover claims forwarded by the Medicare intermediary). Use this RA to reconcile your accounts and track the status of submitted claims.

If a claim does not appear within this time frame, you can resubmit it as long as it will be received by MassHealth within 90 days of the service or the date on an explanation of benefits (EOB) from another insurer.

Possible reasons for why a claim may not appear on an RA include:

- MassHealth did not receive the claim.
- The claim was returned to the provider because essential information was missing (for example, “pay-to-provider” number).
- The “pay-to provider” number was incorrect.

### Tracking Claims with the RA

- Cross-check the RA by your patient account number in case a claim has been denied due to an incorrect member ID number and reflects “NM Not Available.” Patient account numbers may be any combination of alpha or numeric characters up to a maximum of 10.
- Track claims that appear in a suspend status, posting the claim as received by MassHealth (do not rebill it.) The suspended claim will appear on a subsequent remittance advice as either “PAID” or “DENIED.” Track suspended claims by the transaction control number (TCN) since it will remain the same throughout the processing cycle.
- File RAs by their date for future reference.
- Contact MassHealth Customer Service at 1-800-841-2900 for assistance. Dental providers should contact the MassHealth Dental Third-Party Administrator at 1-800-207-5019 for assistance.

**Please Note: Account reconciliation is the provider’s responsibility.** MassHealth Customer Service can assist you with billing issues. However, MassHealth does not reconcile provider accounts because reimbursement checks are sent separately from the Office of the State Treasurer. You must reconcile the remittance advice with the corresponding check stub or transaction notification from your bank. Consult All Provider Bulletin 99 (April 1997) for additional details.